

**WHAT IS CLAIMED IS:**

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1. A method of displaying an electronic file to a primary user having a primary workstation, said primary workstation coupled to a global computer network, and at least one secondary viewer at a remote location, comprising:  
accessing a first file and displaying said first file on said primary workstation;  
displaying said first file at said remote location on a secondary workstation, said secondary workstation coupled to said global computer network;  
accessing a second file, said second file comprising information relating to said first file; and  
displaying said second file only on said primary workstation, wherein said second file is not viewable by said at least one secondary viewer.

2. The method of claim 1, wherein said second file comprises annotations to said first file.

3. The method of claim 2, wherein said second file is displayed as an overlay to said first file.

4. The method of claim 1, wherein said first file and said second file are stored in a server computer.

5. The method of claim 4, wherein said first file and said second file are a single file, and further wherein said second file contains a code to indicate that said second file is not for display at said secondary workstation.

6. The method of claim 3, wherein said primary workstation comprises a plurality of memory units, and wherein said first file is stored in a first memory unit and said second file is stored in a second memory unit.

7. The method of claim 6, wherein said second file is overlaid over said first file using means for coupling said first file and said second file.

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8. The method of claim 7, wherein said global computer network comprises a videoconferencing system.

9. The method of claim 3, wherein said primary user comprises a customer service representative and said secondary viewer comprises a customer, and said global computer network comprises the Internet.

10. The method of claim 1, further comprising activating said first file for editing by said at least one secondary viewer.

11. A method of synchronous collaboration between a plurality of remote users, each of said plurality of remote users having a user workstation, each of said user workstations being interconnected via a network of interconnected computers, wherein a first one of said plurality of remote users is a host, comprising:

- accessing a file for said collaboration, said file having first and second states, in which data stored in said first state is displayed to all of said plurality of remote users, and in which data stored in said second state is displayed only to said host;
- displaying said file on said plurality of user workstations, wherein said data stored in said second state is only displayed to said host, and wherein said data stored in said first state is displayed to said host and to said plurality of remote users;
- and
- enabling at least one of said plurality of remote users to edit said data stored in said first state.

12. The method of claim 11, wherein said network comprises a videoconference system.

13. The method of claim 11, wherein said file is stored in a location remote to any of said plurality of remote users.

1 14. The method of claim 13, wherein said file comprises a first file and a second  
2 file, wherein said first file comprises said data stored in said first state, and said second file  
3 comprises said data stored in said second state.

A<sub>1</sub> 1 15. The method of claim 14, wherein said first file and said second file are stored  
2 in separate memory units.

1 16. The method of claim 15, further comprising a plurality of third files, each of  
2 said plurality of third files comprising a personal file of one of said plurality of remote users.

1 17. The method of claim 16, further comprising means for overlaying each of said  
2 plurality of said third files over said first file on respective ones of said user workstations.

1 18. The method of claim 17, further comprising a common annotation file, said  
2 common annotation file relating to said first file and accessible by more than one of said  
3 plurality of remote users.

1 19. A system for videoconferencing, comprising:  
2 a first workstation having at least a first and second memory unit, said first memory  
3 unit adapted to store a first file, said second memory unit adapted to store a  
4 second file, said second file comprising information relating to said first file;  
5 at least one video display located remote to said first workstation, said at least one  
6 video display interconnected to said first workstation; and  
7 said first workstation containing programmed instructions to cause the first file to be  
8 displayed on both the first workstation and the at least one video display, and  
9 to cause the second file to be displayed only on the first workstation.

1 20. The system of claim 19, wherein said first and second memory units comprise  
2 VGA memories.

1 21. The system of claim 20, wherein said second file comprises an annotation of  
2 said first file.

1 22. The system of claim 21, wherein said first workstation further comprises  
2 coupling means to permit said first file and said second file to be displayed on said first  
3 workstation.

1 23. The system of claim 20, wherein said second file is displayed as an overlay to  
2 said first file on said first workstation.

1 24. The system of claim 19, wherein said second file contains a code which  
2 correlates said second file to said first file.

1 25. A machine-readable storage medium comprising a set of instructions  
2 executable by a computer system to implement a method, the method comprising:  
3 accessing a first file and displaying said first file on a primary workstation;  
4 displaying said first file on a secondary workstation, said secondary workstation  
5 coupled to said primary workstation and located remotely to said primary  
6 workstation;  
7 accessing a second file, said second file comprising annotations to said first file; and  
8 displaying said second file only on said primary workstation, wherein said second file  
9 is not viewable on said secondary workstation.

1 26. The machine-readable storage medium of claim 25, wherein the machine-  
2 readable storage medium includes any of magnetic storage medium, including disk and tape  
3 storage medium; optical storage medium, including compact disk memory and digital video  
4 disk storage medium; nonvolatile memory storage memory; volatile storage medium; and  
5 modulated, electronic signals.